

# How-To: Installation Symantec VIP Access

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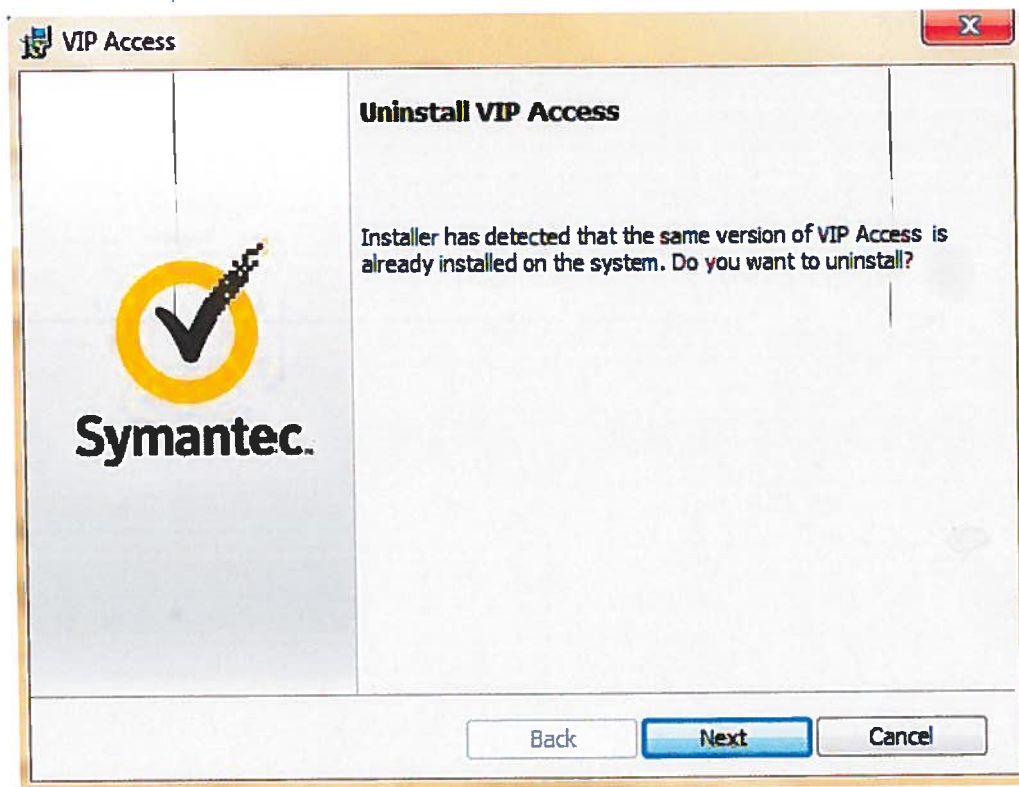
The following are the steps for multi-factor authentication through soft token.

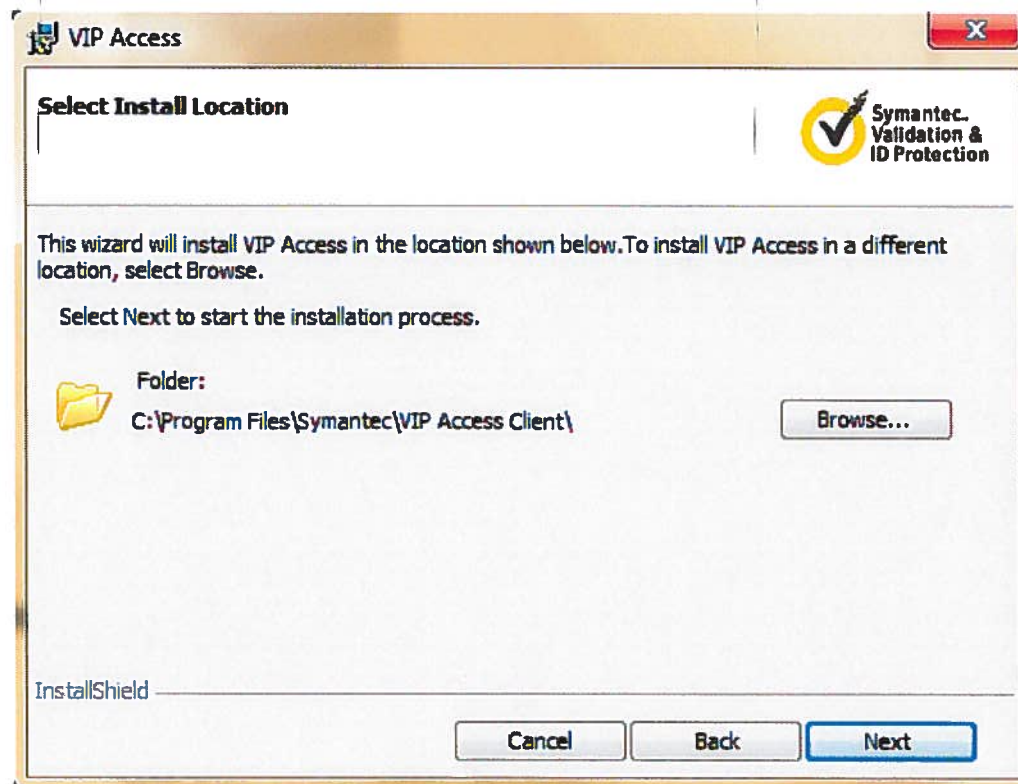
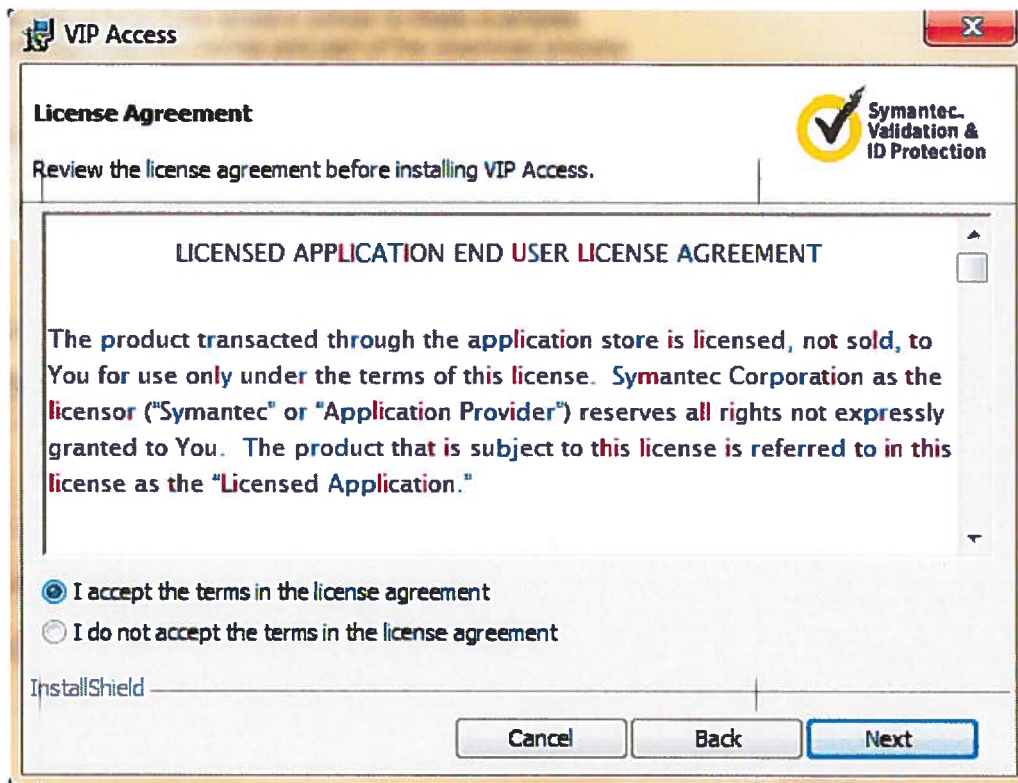
## Step 1: Download Symantec VIP Access Desktop Software

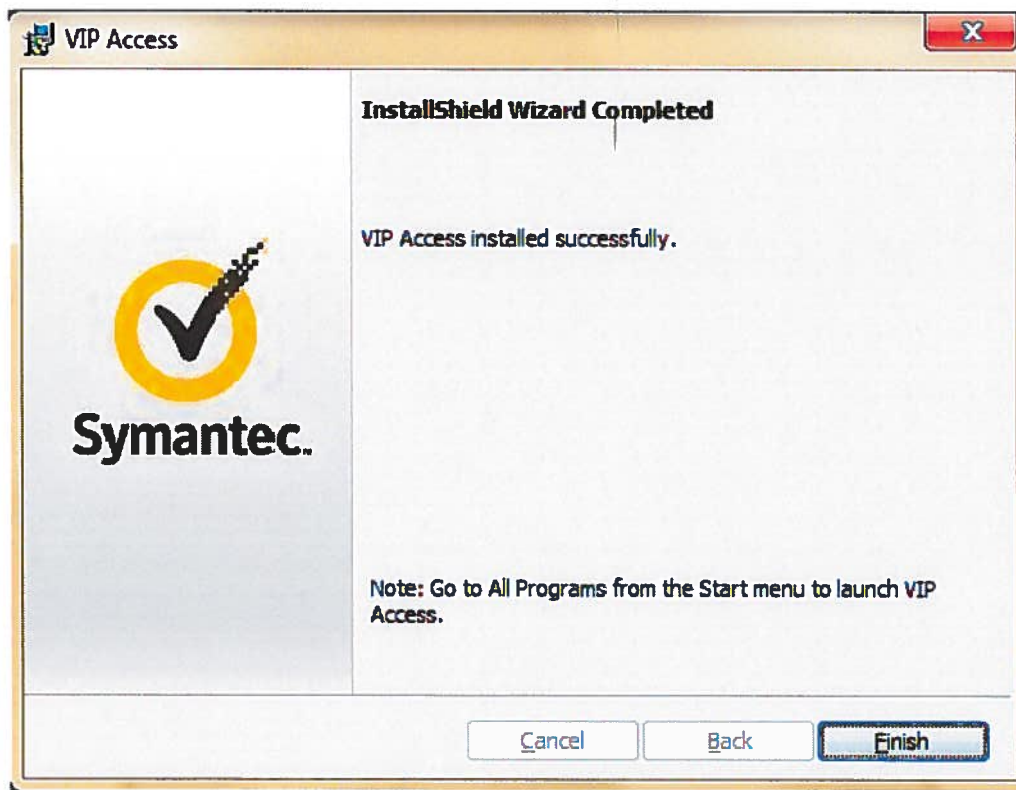
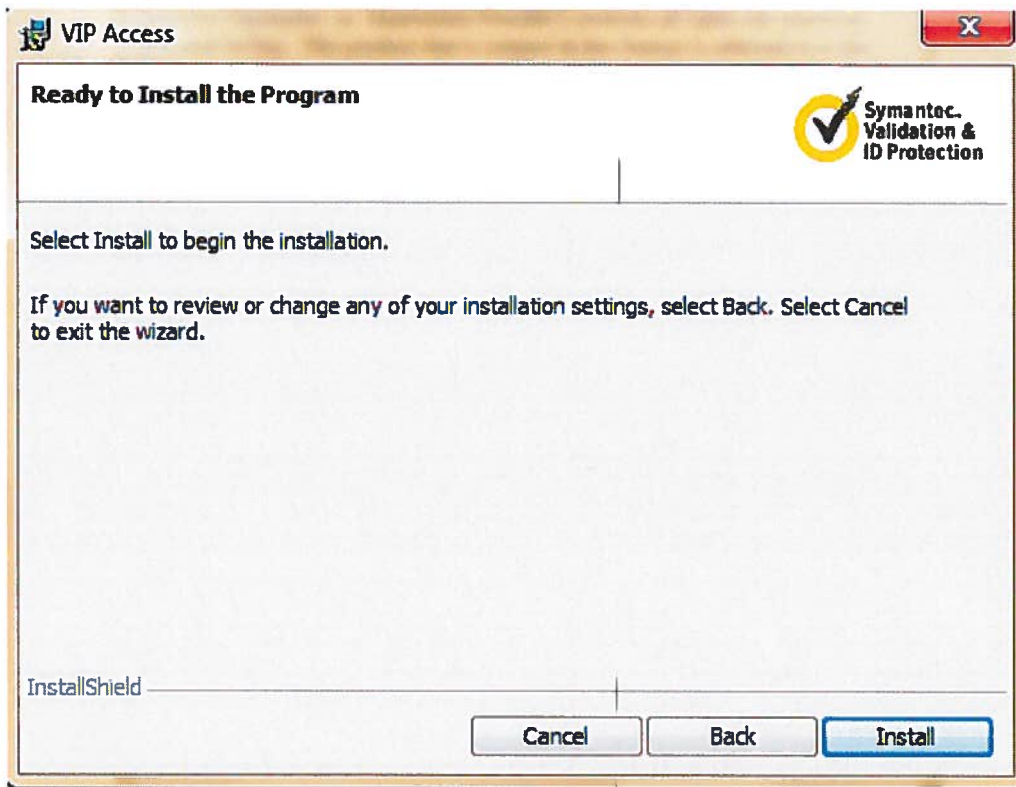
<https://idprotect.vip.symantec.com/mainmenu.v>

The software is available for mobile as well as desktop. Please download the required type.

## Step 2: Install the Symantec VIP Access Desktop Software



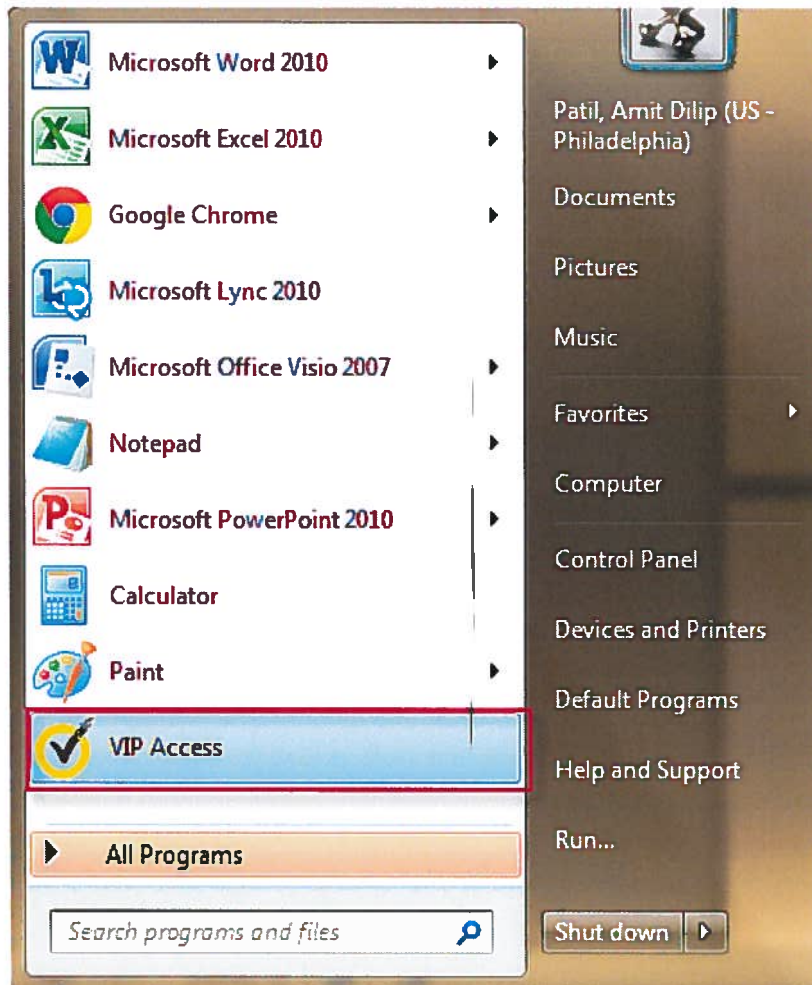




# How-To: Verify Symantec VIP Access Installation

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## Step 1: Run VIP Access from Windows Start Menu



## **Step 2: Verify VIP Access window will appear on desktop**



### **FAQs:**

#### **What is Credential ID?**

Credential Id is unique identifier associated to the VIP access installation. This id is associated with user id. This id is required during MFA registration which is described in next section of this document.

#### **What is Security Code?**

Security code is randomly generated number which last of 30 seconds. The code will be refreshed in every 30 sec. This code needs to be provided during MFA. The steps are described in the next section of this document.

#### **Can I associate more than one Credential Id with user id?**

No. At a time only one Credential Id is associated with user id.

#### **Is Symantec VIP Access free software or do I need to pay any license fee?**

Yes. It is free software and you can download it from Symantec site.



# How-To: Perform Soft Token Multi-Factor Authentication

**Scenario: User clicks on login link or access any protected KHBE application URL which will redirect user to Kentucky Online Gateway login page. User will perform the authentication with username and password. After successful authentication, a page will pop-up asking for MFA details (Credential Id and Token).**

**The following steps need to be performed in order complete MFA.**

## Step 1: Perform authentication with username and password.

The screenshot shows the 'Gateway Log In' page of the Kentucky Online Gateway. The page has a blue header with the 'Kentucky Online Gateway' logo on the left and a 'Help' link with a language dropdown set to 'English' on the right. The main content area is white and contains the following elements:

- Gateway Log In** heading.
- Instruction: 'Login with your Kentucky Online Gateway Account.'
- Username or Email Address** field with a 'Forgot Username?' link.
- Password** field with a 'Forgot Password?' link.
- A 'Log In' button.
- A 'Resend Account Verification Email' link.
- A yellow **WARNING** box on the right containing a notice about government computer system security and user consent.

The footer is dark grey and contains links for 'Privacy' and 'Accessibility' on the left, and copyright information 'Copyright ©2013 Commonwealth of Kentucky. All Rights Reserved.' on the right.

## Step 2: Register Credential Id.

**This is one time step. This will be performed for during initial login. After the Credential Id has been provided the first time, subsequent logins will only require the Security Code on each login as described in next step.**

### Token Registration

**Registered Tokens**

MFA Credential ID

You must have Multi-Factor Authentication (MFA) software to access this application.

To download MFA to your phone or desktop, please use one of the following links.

[Get Mobile Token](#)

[Get Desktop Token](#)

For more information, please click the link below to view the VIP Access software installation guide.

[Symantec VIP Access Software Installation Guide](#)

### Register My New Token

\* Token Credential ID

[Find my Credentials](#)

\* Token Nickname

(example : like John's Cell Phone or John's Laptop)

Register New Token

**After the Credential ID has been registered the user clicks Proceed to Validation.**

### Token Registration

**Success**  
Your Token Registration was successful

**Registered Tokens**

MFA Credential ID	MFA Credential Nickname	Credential Type	
VSMT***1366	iPhone	Soft	<a href="#">Delete</a>

You must have Multi-Factor Authentication (MFA) software to access this application.

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**Register My New Token**

\* Token Credential ID

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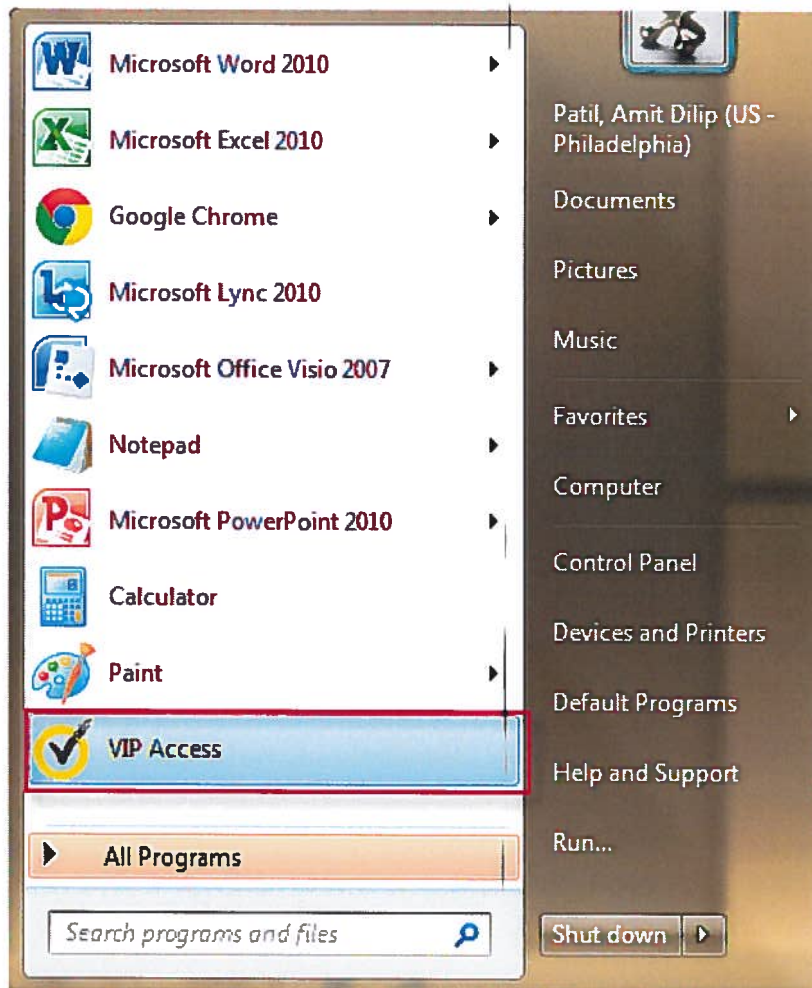
**Register New Token**

**Proceed to Validation**



### Step 3: Perform MFA

#### Run VIP Access from Windows Stat Menu



**VIP Access window will appear on desktop.**



**Enter the VIP Security Code and click Submit.**

**Token Authentication**

**Registered Tokens**

MFA Credential ID	MFA Credential Nickname	Credential Type
VSMT****1366	iPhone	Soft

[Manage Token Credentials](#) [Generate Temporary Password](#)

**Token Validation**

\* Security Code:

You may enter the Security Code from any of your registered Tokens.

[Submit](#)